

ABSTRAK

Penelitian bertujuan mengevaluasi: (1) reaksi peserta terhadap program pelatihan administrasi perkantoran, (2) pengetahuan, keterampilan dan sikap peserta setelah mengikuti pelatihan, serta (3) perilaku kerja peserta setelah mengikuti pelatihan dari PT Supportindo Prima Mandiri. Populasi penelitian adalah alumni peserta pelatihan *office administrative* yang dilaksanakan PT Supportindo Prima Mandiri dengan sampel sebanyak 70 orang. Pendekatan penelitian adalah *mixed methods* dengan teknik analisis data menggunakan analisis statistik deskriptif serta analisis diagram fishbone dan analisis 5 whys. Hasil penelitian diperoleh nilai bobot penilaian (BP) dimensi *reaction* = 75,31% kategori baik, BP *learning* = 76,94% kategori baik, dan BP *behavior* = 75,43% kategori baik. Kesimpulan penelitian adalah (1) pada *level 1-reaction*: peserta pelatihan menunjukkan reaksi positif dalam kategori baik, (2) pada *level 2-learning*: peserta pelatihan menunjukkan reaksi positif dalam kategori baik, dan pada *level 3-behavior*: peserta pelatihan menunjukkan reaksi positif dalam kategori baik.

Kata kunci: *reaction, learning, behavior, office administrative*



ABSTRACT

The aims of the study were to evaluate: (1) participants' reactions to the office administration training program, (2) participants' knowledge, skills and attitudes after attending the training, and (3) participants' work behavior after attending training from PT Supportindo Prima Mandiri. The study population was alumni of office administrative training participants held by PT Supportindo Prima Mandiri with a sample of 70 people. The research approach is mixed methods with data analysis techniques using descriptive statistical analysis and fishbone diagram analysis and 5 whys analysis. The results of the study obtained the value of the assessment weight (BP) dimension of reaction = 75.31% good category, BP learning = 76.94% good category, and BP behavior = 75.43% good category. The conclusions of the study were (1) at the 1-reaction level: the trainees showed positive reactions in the good category, (2) at the 2-learning level: the trainees showed positive reactions in the good category, and at the 3-behavior level: the trainees showed positive reactions in the good category.

Keywords: reaction, learning, behavior, office administrative

